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CLAIM AMENDMENTS

OFFICIAL

Claims 1-2 (Cancelled);

3. (Currently Amended) A packet switched call center communications system for delivering voice over Internet Protocol telephone calls to any of a plurality of attendant positions serving a subscriber, comprising:

feature server means operable incident to an incoming call arriving to said subscriber for submitting a respective subscriber-defined questionnaire to a caller, said means including a data base administerable by said subscriber, [being] said means permitting formulation of said questionnaire and controllable access to said data base by any of said attendant positions;

~~means said feature server~~ for processing a questionnaire returned by said caller including indexing the questionnaire according to the directory number of said caller to ascertain the nature or purpose of said call; and

means said feature server being responsive to said processing of said questionnaire ~~processing means~~ for displaying to said attendant positions a queue of calls incoming to said subscriber, said display including the nature or purpose and priority of each incoming call.

4. (Cancelled) A packet switched call center communications system according to claim 1 wherein said means for processing said questionnaire includes means for indexing a questionnaire according to the caller's directory number.

5. (Cancelled) A packet switched call center communications system according to claim 3 wherein said means for displaying displays the status of completion said questionnaire associated with each of said calls in said queue.

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6. (Cancelled) A packet switched call center communications system according to claim 3 wherein said means for displaying displays the time each of said calls has remained in said queue.

7. (Cancelled) A packet switched call center communications system according to claim 3 wherein said means for displaying displays a plurality of options for selectively controlling the disposition of the calls in said queue.

8. (Cancelled) A packet switched call center communications system according to claim 3 wherein said means for processing said questionnaire includes means for spotting text entered into said questionnaire by said caller.

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9. (Currently Amended) [A] The packet switched call center communications system according to claim 3 wherein said processing of said questionnaire includes means for conducting text spotting searches of said questionnaire to ascertain the name of a party associated with said subscriber and searching said data base to locate a directory number corresponding to said name.

10. (Cancelled) A call center communications system according to claim 9 wherein said means for text spotting initiates a search of said data base to locate a directory number corresponding to said name.

11. (Cancelled) A packet switched call center communications system according to claim 1 wherein said means for displaying displays a priority accorded to each of said calls displayed in said queue.

12. (Currently Amended) [A] The packet switched call center communications system according to claim 3 wherein said means for displaying includes means

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controllable by any of said attendants for altering the a priority ~~to be~~ accorded to any of the calls in said queue.

13. (Currently amended) [A] The packet switched call center communications system according to claim 11 ~~12~~, wherein an individual call may be accorded a priority within the call queue that is frozen such that no subsequent call may reduce ~~said~~ the individual call's position in the queue.

14. (Currently amended) [A] The packet switched call center communications system according to claim 11 ~~12~~, wherein the calls in said queue may be accorded relative priorities according to a calling-party-defined urgent call status.

15. (Currently Amended) [A] The packet switched call center communications system according to claim 12 ~~14~~, wherein said call queue permits calls from return callers to be accorded a queue position which takes into account the call's queue position during ~~the~~ a previous call.

16. (Currently amended) [A] The packet switched call center communications system according to claim 13 ~~15~~, wherein a return call is advanced within the [current] call queue to a value equal to its position in a previous call queue.

17. (Currently Amended) [A] The packet switched call center communications system according to claim 14, wherein said call remains in the call queue at a lower priority following receipt of ~~said~~ a call back request.

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